

## Hitachi IT Operations Analyzer Software

For efficient, cost-effective IT environment availability and performance monitoring, Hitachi IT Operations Analyzer monitors and provides a view of heterogeneous physical and virtual server stacks, applications, and network and storage devices on a single screen. Features include automated root cause analysis, change monitoring, logical path infrastructure views, scheduled monitoring, agentless architecture and, an open platform.

### One Tool to Monitor Your IT Infrastructure

Simultaneous demands for greater efficiency, availability and performance in the IT infrastructure are commonly expected but rarely achieved within the typical constraints of IT resources. Hitachi Data Systems understands these challenges and has developed a proven solution to help simplify IT operations management and reduce IT time, cost and effort.

A world leader in quality and innovation, Hitachi Data Systems extends its expertise with Hitachi IT Operations Analyzer software to provide unmatched, fully featured monitoring tools delivered through a single unified, award-winning, web-based interface for smart, simple IT monitoring.

#### Business Benefits

IT Operations Analyzer is designed to help streamline IT operations, improve customer service levels, increase return on investment and boost efficiencies.

- Ensures system uptime; if a network incident occurs due to device failure or configuration changes, reduces mean time to diagnose problems by up to 90%

- Keeps pace with IT environment growth without sacrificing performance or simplicity
- Delivers a complete view of the IT infrastructure in a single console
- Accelerates IT efficiency with faster and easier problem identification
- Reduces costs of unscheduled downtime; boosts customer service levels
- Supports easy, do-it-yourself deployment that does not require specialized expertise

#### Features and Benefits

##### Monitors Servers, Applications, Networks and Storage

- Monitors all of your physical and virtual server stacks (application services and server status), applications (Microsoft Exchange Server and Microsoft SQL Server), network (LAN and SAN switches) and storage devices from a single interface
- Eliminates the need for extensive training and separate products to monitor individual devices, SAN fabrics and storage

##### Automates Root Cause Analysis

- Automatically identifies cause of errors and acknowledges downstream events to remove “event paralysis” and reduce mean time to diagnose
- Reduces downtime with quick recovery
- Performs bottleneck analysis for performance issues related to heterogeneous server, network (LAN or SAN) and storage
- Requires no manual intervention

##### Unifies through Web-based Interface

- Enables the user to easily and continuously view status of the IT infrastructure while getting other work done
- Summarizes availability and performance data through dashboard screen
- Automates reporting
- Provides award-winning user interface

##### Enables User-defined Alerting and Scheduled Monitoring

- Allows user to define 2 types of threshold settings for scheduled monitoring: for

example, 1 for usual or business-hour monitoring and 1 for off-peak monitoring (holidays and weekends)

- Allows user to define thresholds with templates based on application or group requirements
- Sends email alerts automatically for threshold violations
- Generates and delivers alert reports at user-defined time

#### Simplifies Network Path View

- Improves upon traditional displays with easy-to-understand topology of virtualized environments and simplified flat views of LAN and SAN, with logical connections
- Enables effortless segmentation of user-defined groups for faster impact analysis
- Provides logical path view topology with health status, plus tables and at-a-glance views of user-defined groups for easier dependency mapping, analysis and management
- Displays all dependencies and details for each device, including the relationships between virtual and physical servers
- Integrates with root cause analysis to instantly show affected device(s)

#### Uses “Agentless” Architecture

- Supports easy, fast, cost-effective deployment and maintenance using agentless technology
- Eliminates disruption of installing software agents on each device in the IT environment to perform monitoring activities
- Uses wizard-based discovery configuration and standard interfaces, including SMI-S, SNMP, WMI and SSH
- Simplifies configurations and, unlike agent-based software, does not require reboot of servers for installation or updates

## IMPORTANT NEW FEATURES

Hitachi IT Operations Analyzer 3.0 is designed to accelerate cost efficiencies and simplify IT infrastructure management with important new enhancements:

- Change monitoring provides end-to-end visibility of configuration changes, devices and applications impacted across the entire IT Infrastructure. When combined with root cause analysis, change monitoring can help to identify and troubleshoot the root cause of service incidents.
- Scheduled monitoring allows an administrator to set 2 different threshold levels: for example, 1 for usual business-hour monitoring and 1 for off-peak hours, preventing unnecessary alerts from being sent.
- Application monitoring provides end-to-end visibility into the operational and transactional state of both Microsoft Exchange and Microsoft SQL Server.
- Event forwarding allows IT Operations Analyzer to collaborate with other tools (CMDB, IT Help Desk, etc.) through an event-triggered action function.
- Storage performance metrics are expanded.
- 3rd-party reporting capability is extended through ODBC connection support for Excel.

#### Monitors, Tracks Configuration Changes

- Monitors changes of the end-to-end infrastructure, helping to avoid service degradation or downtime
- Clearly displays changes for a specified time range in the topology view
- Combines with root cause analysis to identify service problems caused by changes

#### Supports Multiple Vendors and Platforms

- Enables performance and availability monitoring of multiple operating systems, including Microsoft Windows, Sun Solaris, Red Hat and SUSE Linux, IBM® AIX®, HP UX and virtualization platforms from Microsoft and VMware
- Supports most common systems and devices from all major vendors, including Hitachi, EMC, IBM, HP, Sun, NetApp, Dell, Cisco, Juniper, Brocade, QLogic, Extreme Networks, Enterasys, Netgear and D-Link
- Supports most common applications, including Microsoft Exchange Server and Microsoft SQL Server

- Monitors server environmental information using the industry-standard IPMI protocol (through plug-in) and for Dell Servers using OMSA metrics (through built-in plug-in)

#### Provides an Open Platform

- Further extends monitoring options with open platform capabilities
- Enables partners, ISVs and end users to add device and application support by writing plug-ins

#### Allows Access by 3rd-party Reporting Tools

- Enables users to generate custom reports using their preferred tool, such as Crystal Reports or Microsoft Excel
- Simple to set up: install JDBC or ODBC Driver (shipped with Analyzer) in client PC

#### Award-winning Solution

Hitachi IT Operations Analyzer won the 2010 Silver International Design Excellence Award (IDEA) for user experience.

For more information go to [www.itoperations.com](http://www.itoperations.com).



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